
2019

President's Year-End Review

**Continuous Progress
Toward Institutional Goals**

**Submitted to the
Itawamba Community College
Board of Trustees
May 13, 2019**

**Dr. Jay Allen
President**



Itawamba Community College

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President's Accomplishments Summary

In the August 2018 convocation message, I presented to the ICC faculty and staff my desire for all of us to learn from our past as we anticipated the future as an opportunity to work together on a path to greatness, which would enable us to reach our full potential as a College. Now, nearly a year later, I think that message is as current and vital.

The last year I have continued to cultivate relationships internally and externally through visits with groups and individuals; service on boards; attendance at various councils, committees and community events; and invitations for speaking engagements across the state. With a focus on the College, I made a significant effort to appear at countless College events and activities as an effort to show my support for our students, faculty and staff. This included athletics, musical and theatrical performances, honors and awards and other student activities. I specifically focused on the impact that a sense of appreciation and inclusion makes on our students through events at the President's home. My connection to local industry continued to strengthen through many executive visits and manufacturing site tours and serving as chair of the MACJC Workforce Education Committee.

While it was a busy year of extending my knowledge of the institution, I implemented the following changes to better align with our vision and direction of the College as a whole:

- Instituted the President's Leadership Team monthly meeting during the academic year with key leadership across all locations in an effort to improve communication flow and engage others in the decision-making process.
- Provided leadership and direction for the College Council's monthly meeting in an effort to disseminate information across all locations through proper channels of leadership.
- Provided leadership for the restructure of the internal Leadership Development Institute program to focus on the professional growth of the participants while familiarizing them with all aspects of the College and the communities we serve.
- Instituted the expansion of our collegiate sports with the addition of Women's Volleyball. In addition to volleyball, the club sport, Archery Team, was added to the growing list of student engagement opportunities allowing both current and potential students to become more involved.
- Provided leadership for the second-year implementation of the Quality Enhancement Plan (QEP), "Read. Lead. Succeed." The plan is a SACSCOC accreditation requirement. The QEP is a five-year assessment plan that provides a research-based, instructional strategy targeted on improving reading comprehension.
- Instituted additional restructuring of positions, titles, offices and departments to better utilize ICC's talent, meet the demands of a competitive environment, improve efficiency and effectiveness and reduce personnel costs.

The following pages in the President's Year-End Review highlight the results of each division's impact on the College. Some of the efforts include new student engagement opportunities through Student Activities, the expansion of pathways and programs through Workforce, new recruiting efforts, entrepreneurial initiatives and continued community outreach and fundraising. We continue to reach our potential while building on the foundation in which so many have invested at the institution since 1948. The remainder of this report categorizes, by division, the planning efforts and employee results that demonstrate progress on the College's Strategic Initiatives and Institutional Goals for FY 2019.

Accomplishment Highlights By Division

ALUMNI AFFAIRS AND FOUNDATION – Dr. Jan Reid-Bunch, Executive Director

- Provided leadership for:
 - **Five new Annual Scholarships** to be awarded **Fall 2019**.
 - **JT Crabb Memorial Annual Scholarship.**
 - **Billy Spigner Memorial Annual Scholarship.**
 - **Billy Spigner Disability Annual Scholarship.**
 - **Mississippi Retired Teachers Association Annual Scholarship.**
 - **DECS Pathway Scholarship.**
 - Oversight of ICC Foundation Bylaws revision.
 - Awarded 75 ICC Foundation Scholarships to students for Fall 2019.
 - Coordinated and collaborated on **25+ events**, receptions, activities, campaigns, commercials, videos and marketing materials.

ICC Foundation – Jim Ingram, Director

- Endowed **two new scholarships**: North Mississippi Education Consortium Endowed Scholarship and Mike Eaton Endowed Scholarship.
- Walk of Memories is full. All bricks have been sold for the current space.

Alumni Association Officers and Directors 2018-2019

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COMMUNITY RELATIONS – Nina Strother, Director

The Community Relations team created more than **500** press releases, **3,000+** graphics, **50+** marketing campaigns, three mass distributed/major publications, four catalogs, **100+** videos, **100+** radio commercials and broadcasts, **30+** event/game scripts and **10+** community and College events. In addition, more than **500+** materials were proofread through the department and **50+** athletic events and College events were live streamed. Content creation and page management of the seven official ICC social media pages and proofreading, content creation and management of the College's two official websites, iccms.edu and letsgoicc.com, were maintained. In addition, the department includes three organizations: the LIN Report, under the direction of **Maggie Caldwell**, which is a student-led social media news segment that provides weekly reports, social media interviews and coverage of College events; the Chieftain, supervised by **Donna Thomas**, consists of 11 staff members who produced seven online editions, as well as a summer issue; and the Mirror, (yearbook), which was supervised by **C. J. Adams**, consisted of 12 staff members and produced a 152-page historic publication for the College.

- The “**Above the Bar Campaign**” received a **2018 Southern Public Relations Award of Merit** in Tier One: Long Term Strategic Programs > Reputation, Issues and Brand Management.
- Nina Strother assisted the TIS department with the creation of Apply Web page.
- Nina Strother presented “What You Thought You Heard Me Say: Understanding Miscommunication” at the Public Relations Association of Mississippi Northeast chapter meeting in October 2018.
- Adam Gore and Nina Strother assisted the TIS department with **the update of the ICC Mobile App**.
- CJ Adams created **brand identity** for **The Grounds** coffee shop.
- Lee Adams streamlined www.ICCimages.com and added \$1 digital downloads to purchasing options, **doubling the profit per year** from 633.27 to 1,378.21, a record for the website.

Community Relations won the following awards, attained the following achievements and implemented several new initiatives:

- Grand **CPRAM Award** (Best Overall).
 - Maggie Caldwell in single piece of artwork-non-sports for “ICC Rocks.”
- ICC **won eight out of 29 categories**, which was the most in the state.
- **First place awards** include:
 - **Donna Thomas** in news story for “Swanson to Fly SOFIA as Part of NASA Education Team;”
 - **Adam Gore** in sports feature story for “Big Lead Dreams Come True for ICC’s Red;”

- **Nina Strother** and **Amy Brown** in digital art/photo illustration for “Residence Hall Handbook Cover Photo;”
- **Nina Strother** in sports photograph for “He’s First;”
- **Adam Gore, Raphael Henry, Jim Ingram** and **Lee Adams** in radio programs for “ICC vs. Northwest Game;”
- **Maggie Caldwell** in social media ads for “Change Your Future eLearning Campaign;”
- **Nina Strother** in exhibits for “Quality Enhancement Plan Marketing and Exhibits;” and
- **Maggie Caldwell** in public relations innovation for “Snap Chat Geofilters.”
- **The Mirror (yearbook)** won **second place** in the state among 15 junior and community colleges.
 - The yearbooks were judged on seven categories including cover, theme, structure, typography, design, copy and photography.
 - In the cover category, Holmes, Itawamba and Southwest tied for first place.
 - In the theme category, Southwest and Itawamba tied for first place.
 - In the copy category, ICC, Southwest and Holmes tied for first place.
 - In the photography category, ICC won first place.

LiveStream

- LiveStream was made HD for both the blue and red channels, making both channels now have **HD capability**.
- LiveStream attracted more than **35,000 views** on LetsGoICCTV.com.

LetsGoICC Social Media Pages

- Twitter exposure grew by 11x since 2017 from 1.63 million to **11.87 million impressions**; Tweet count grew from 1,075 tweets in 2018 to **4,741 tweets**; new followers grew from 1,593 to **9,961**; and the profile had more than **331,000** visits.
- Facebook followers grew to **4,192** total followers.
- Instagram followers grew to **4,779** followers.
- YouTube views increased by **18 percent** to **103,000 views** and **755,000 impressions**; Subscribers grew by **56 percent** with 189 new subscribers for a total of **797**.

Itawamba Community College Social Media Pages

- Twitter had 767,200 impressions in 2018 with **740 new followers** and **5,680 overall followers**.
- Facebook followers grew to **9,995 followers**.

- Instagram followers grew to **7,009 followers**.

Media Relations and Sports Information – Adam Gore, Director

- **Adam Gore, Lee Adams and Raphael Henry** expanded “Live with the Tribe” from a once-a-week, 30-minute live stream-only show to a Monday through Friday hour-long radio show.
- **Adam Gore** created daily “ICC Sports Updates” for the radio – two updates a day, Monday through Friday, starting in September 2018.
- **Adam Gore, Lee Adams and Raphael Henry** implemented the use of BoxoutSports.com beginning in the fall semester of 2018, increasing the number of in-game graphics and streamlined post game graphics.
- **Lee Adams** introduced graphics for starting lineups for men’s and women’s soccer, football, men’s and women’s basketball, softball and baseball. Also, he started creating real-time halftime graphics for men’s and women’s soccer.
- **Lee Adams** began creating mobile phone screen savers for various sports’ schedules.

ECONOMIC & COMMUNITY SERVICES – Dr. Joe Lowder, Dean

The Division of Economic and Community Services continues to grow and innovate. This year the Continuing Education and Workforce Development and Training departments are undergoing a reorganization to produce more efficient and streamlined operations to provide better service to our customers. New grants, programs and pathways have been added to help potential students and the community.

- Economic and Community Services served **47,575 people** and **166 companies** through certifications, public classes and workforce training.
- The Workforce Development and Training department continues to be one of the most active teams in the state, **ranked number 2** in the state for workforce enhancement funds reimbursement activity.
- Workforce revenue rose by **104 percent**; specific company projects **increased 36 percent** over last year and hours of ICC-taught workforce company classes has **risen 75 percent** since 2016.
- The number of total workforce classes was **1,815**, a **44 percent increase** over last year.
- With support from an Appalachian Regional Commission grant, the College **completed \$1.8 million** construction **buildout of the Belden Center** featuring new classrooms, CTE offices, precision machining lab, robotics lab, new restrooms and upgraded lighting and ventilation for the warehouse classroom area.
- **CAMT (Careers in Advanced Manufacturing and Technology) program:** Launched in the Fall 2017, the program continues to grow. **Seventeen** participants were retained from the 2017-2018 program year, and **26 joined** in 2018-

2019 for a **total of 43**. Career and Technical Education students have been enrolled at **17 worksites** in non-registered apprenticeships. New funding from the Mississippi Manufacturing Association has been awarded to subsidize the cost of the program.

- Itawamba Community College received a **\$30,000 grant** from the Women's Foundation of Mississippi for implementation of its **Women Advancing Generational Employment and Success (W.A.G.E.S.)** program. The one-year grant provides supplementary resources to help disadvantaged women with children to advance their education and attain sustainable wage jobs. W.A.G.E.S targets low-income women in ICC's district who are **ages 18-49 with one or more children**. The program covers such barriers as tuition, drivers' licenses, transportation and childcare.
- **Three new pathways** began this past year due to the collaboration of the pathway development committee and a partnership with Families First. **Entrepreneurship Pathway** can result in an **ESB Certification**. The first class of **Quality Management Pathway**, which features **three levels of American Society of Quality certifications**, had strong industry support. A partnership with Families First of North Mississippi **\$100,000 grant** helped implement a successful **Food Service Pathway**, which provides a new option for the public.

Conference Center

- Over the past 12 months, more than **130** meetings, classes, conferences, commencement ceremonies, summits, job fairs and other events have been scheduled and held in the ICC Belden Conference Center, which generated more than **\$39,000 in revenue** and hosted **9,800** in attendance. Some of the events featuring student activities were:
 - DECA convention with **160** high school student participants from across the state.
 - ICC adult education graduation with **300** people participating and/or attending.
 - Families First graduation with **200** people participating and/or attending.
 - Mississippi Department of Mental Health event with **300** middle school students attending.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- A **centralized switchboard**, which will be located in Tupelo and will serve as the official communication center for the College, has been implemented. This will allow for one-number contact and advertising, and the switchboard employees are trained to answer general questions about the College, which will remove pressure from other departments. This should prevent callers from being transferred to multiple departments and feeling frustrated.
- The College is providing an **enhanced orientation program** for new students. Three sessions were provided in April (in addition to the Honors orientation) for new students. This effort included an interview process and training for

Orientation Leaders, a streamlined check-in process, a new publication for the students and parents and added a night session for adult learners.

- The Strategic Enrollment Management committee proposed to **add back the May Intersession** and a **new four-day instructional schedule** will be implemented for Fall 2019. The committee is working on development of a new Customer Relationship Manager system with TIS. The program will enhance the ability to identify prospective students and target marketing messages.
- The Scholarship subcommittee proposed and implemented a change in the **Adult Learner Scholarship** from \$750 for one term to **\$1,000 paid out for two terms** and is proposed for 2020-21 to extend this to four semesters. A new deadline for financial aid appeals was implemented to allow for better communication with students regarding financial obligations for the term.
- **TZ Waters** and **Donna Thomas** have created printed materials and are updating the website to communicate the Non-Credit-to-Credit Pathways. Nina Strother will be working to create customized information for each program (individual fliers/"slicks").

FINANCE – Sandi South, Executive Director

- Fall 2018 semester, the College implemented a **course materials fee**, which includes an **eBook**, lab manuals and instructor-provided materials in the place of students' purchasing hard cover books in an effort to help students save money. Approximately 50 courses so far have a course materials fee.
- To better serve ICC's students, an **eBooks platform** was implemented in Fall 2018. This enabled the **Apple iPad Initiative** that was also implemented. Students can use financial aid to purchase iPads. To date, the College has sold **974 iPads**.
- The College upgraded its data system to **Ellucian Banner 9**.
- TIS developed an **online housing application** that allows students to make their housing deposit online using a credit card.
- The **Fulton Campus Bookstore** was **remodeled** and the addition of a **"We Proudly Serve Starbucks" Coffee Shop, The Grounds**, was added.

HUMAN RESOURCES – Tim Senter, Executive Director

- Implemented an **electronic option for employee benefits enrollment**.
- Implemented a **new hiring procedure** to streamline the employee onboarding process.
- Worked with TIS to implement an **electronic distribution of employee contracts and work agreements** for the FY20.

- Implemented a **Reverse Auction** procedure for purchasing when required.

Physical Plant and Transportation – Tim Senter, Executive Director

- Implemented a **cycling of fleet vehicle management** program.
- **Fulton Bookstore: renovation and addition of coffee shop, The Grounds.**
- Re-roofing: Tupelo Student Support Center, Tupelo Natural Science Building, President's home, and three faculty homes.
- Tupelo Campus Academic and Student Center construction project.
- Completed **3,998** work orders.

INSTITUTIONAL RESEARCH and ACCOUNTABILITY, SACSCOC LIAISON, QEP – Liz Edwards, Director

- **Implemented the second year of the QEP**, which included the first two courses of the four QEP courses. **BIO 1114** began in FA 18 and **PSY 1513** began in SP 19. The participation rates for both faculty and students were exceptional (91.1% pretested; 81.0% post tested). The student satisfaction rates were exceptional (**94% agree** that the instructor provided clear teaching on the QEP; **88% agree** that the strategies could be helpful in courses). The QEP Impact Report will be part of the SACSCOC Fifth Year Interim Report.
- **Implemented the 2018-2019 QEP Student Awards and corresponding Faculty Mentor Awards:**
 - Baseball, **Kyle Crigger** and Faculty Mentor, **Nathan Ward**.
 - Softball, **Samantha Conley** and Faculty Mentor, **Jessi Stevenson**.
 - Basketball, **Rance Champ** and Faculty Mentor, **Jessi Stevenson**.
 - Basketball, **Darquazha McClatchey** and Faculty Mentor, **Robin Porter**.
 - Football, **Hayden Franklin** and Faculty Mentor, **Jessi Stevenson**.
 - Golf, **Parker Humber** and Faculty Mentor, **Jessi Stevenson**.
 - Soccer, **Brian Heredia** and Faculty Mentor, **Mike Sullivan**.
 - Soccer, **Addison Meadows** and Faculty Mentor, **Jessi Stevenson**.
 - Tennis, **Reese Duncan** and Faculty Mentor, **Michael Metz**.
 - Tennis, **Farrah Fowlkes** and Faculty Mentor, **Michael Metz**.
 - Band, **Sydney Franks** and Faculty Mentor, **Jennifer Cooper**.
 - Cheer, **Marlon Sanders** and Faculty Mentor, **Richard Martin**.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

- Preparation and planning for implementation of a **four-Day instructional week to begin Fall 2019**, reinstatement of **Summer Intercession** courses, and more **hybrid instruction offerings**. Instructional changes provide more flexibility to meet the needs of students.
- Preparation and planning for implementation of **eBooks platforms with Red-Shelf and Pearson** in Fall 2018. The accompanying **iPads implementation** provides student access to eBooks. The technology supports learning enhancements and textbook savings that provide better value to the students.
- ICC Evaluation Committee created a new Canvas-hosted **instructor evaluation instrument** for all faculty.
- **Summer Institute** including **Graduation Academy** and **Musicians Academy**. The Graduation Academy is focused on helping students who lack 12 or fewer semester hours to meet Associate of Arts degree graduation requirements. In the summer Co-requisite algebra course, 19 students registered who had collectively taken/dropped/failed college algebra a combined 41 times/attempts with 17 of 19 completing with a 'C' or higher and earning the credit needed for graduation. The Musicians Academy is a five-week summer program focused on providing an early opportunity to increase knowledge and skills in musicianship, technique and reading music. The program assists three target groups: students majoring in music and members of band and choir. One hundred percent of students in the MUS course made a grade of 'C' or higher and 91 percent of those completing the lab science course made a grade of 'C' or higher.

STRATEGIC PLANNING & INSTITUTIONAL EFFECTIVENESS – Amy Cappleman, Director

- General education competencies have been revised and will be effective fall 2019. The new competencies, which are **reading, communication and problem solving**, are supported by six well-defined student learning outcomes
- The third year of the 2016-2020 Strategic Plan was implemented in the spring of 2018. Of the **25 original outcomes** of the plan, all have been implemented or started to some degree. **Five** have been classified as “**completed or implemented**.” **Fifteen** are in a permanent “**ongoing**” state, and **five** are “**in progress**.” This is a significant improvement over last year and demonstrates an ongoing commitment by the College to achieve its strategic plan.
- The **Annual Planning system has been redesigned and launched**. The new system was implemented in spring 2019 and has resulted in much more efficient and accurate data collection and reporting for the College.
- The **LDI program was redesigned**. The result has been a more interactive curriculum that covers personal leadership development, college operations and community engagement. Guest speakers included **Dr. Devin Stephenson**, president of Northwest Florida Community College; **Dr. Mark Keenum**, president of Mississippi State University; and **Dr. Jimmy Abraham**, former executive director of the Mississippi State Alumni Association.

STUDENT SERVICES – Dr. Brad Boggs, Dean

- Opened the **Band Hall** on the Fulton Campus for the **tornado warnings** issued in Itawamba County – several students, faculty/staff and community members utilized the shelter.
- Hosted the **AIMS North Half State Qualifier Archery Tournament** for fourth through twelfth grade students in the Davis Event Center.

Athletics – Carrie Ball-Williamson, Director

- ICC **baseball** team made the **State/Region playoffs**.
- ICC **softball** won the regular season **State Championship**.
- **Six members** of the Itawamba Community College **football program** earned Mississippi Association of Community and Junior Colleges (MACJC) **All-State honors**, while **one** also received National Junior College Athletic Association (NJCAA) **All-Region recognition**.
- **Five members** of the Itawamba Community College **men's soccer** program earned Mississippi Association of Community and Junior Colleges (MACJC) and National Junior College Athletic Association (NJCAA) **postseason honors**.
- **Eight members** of the Itawamba Community College **women's soccer program** earned Mississippi Association of Community and Junior Colleges (MACJC) and National Junior College Athletic Association (NJCAA) **postseason honors**.
- ICC's **men's and women's soccer teams** made the **state playoffs**.
- **Women's basketball** won the **North Division**.
- **Women's basketball** made **State and Regional playoffs**.

Housing – Chad Case, Director

- **Renovated Sheffield Hall** so there are no longer five-person rooms. No beds were lost in the process, and it is now more appealing to the female students.

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Strategic Initiatives and Institutional Goals

1. ENROLLMENT MANAGEMENT

1a. Persistence and Retention Page 1

Itawamba Community College will improve persistence and retention of current students.

1b. Adult Learner Students Page 9

Itawamba Community College will increase non-traditional student enrollment.

2. ACCOUNTABILITY

2a. Improve student outcomes Page 11

Itawamba Community College will improve student outcomes.

2b. Local workforce and economy Page 23

Itawamba Community College will positively impact the local workforce and economy.

2c. Manage resources wisely Page 27

Itawamba Community College will manage resources wisely.

3. CAMPUS SAFETY

3a. Safety training Page 29

Itawamba Community College will develop and implement a safety training program for faculty, staff and students.

3b. Safety plan Page 33

Itawamba Community College will develop and implement a comprehensive safety plan.

4. TECHNOLOGY

4a. Training on and use of technology Page 35

Itawamba Community College will provide quality training of and use of current and relevant technologies.

4b. Maintain adequate technology Page 41

Itawamba Community College will maintain adequate technology infrastructure, hardware, cabling and network equipment.

2016-2020 Strategic Plan



ENROLLMENT MANAGEMENT

1a. Persistence and Retention

1b. Adult Learner Students

In Support of Attainment of Goals

1a. Persistence and Retention

ECONOMIC AND COMMUNITY SERVICES – Dr. Joe Lowder, Dean

Navigation Committee – consists of representatives from DECS's various programs (Adult Education, Continuing Education, WIOA, Workforce, I2S, Second Chance, Mi-BEST) whose purpose is to navigate students through the various programs and counseling to ensure student success.

- Steering Committee – consists of representatives from DECS's various departments to explore and develop viable new short-term non-credit pathways.
- Marketing Committee – consists of representatives from DECS's various departments whose purpose is to promote classes and training opportunities through social media.

The department is implementing **collaborative efforts to increase student progression from non-credit programs to credit programs** through the Strategic Enrollment committee. Faculty of various programs are connected with the relevant Workforce programs so that faculty can visit the classes in session to encourage students to enroll in credit programs.

Josh Gammill, the Navigator for the Incentives to Success (I2S) grant, is the coordinator with the Get2College program. Recruiting staff will host a one-hour session for non-credit students to provide information on the college enrollment process.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- The College is providing an **enhanced orientation** program for new students. Three sessions were provided in April (in addition to the Honors orientation) for new students. This effort included an interview process and training for Orientation Leaders, a streamlined check-in process, a new publication for the students and parents and added a night session for adult learners.
- The Strategic Enrollment Management committee proposed to add back the **May Intersession** and a **new four-day instructional schedule** will be implemented for Fall 2019. The committee is working on **development of a new Customer Relationship Manager system** with TIS. The program will enhance the ability to identify prospective students and target marketing messages.
- Dr. Bobby Solomon and Dr. Melissa Haab presented “Customer Service” at the January 2019 professional development session. Faculty and staff as well as all employees are encouraged to treat our students as if they are customers/consumers since they have a choice in the higher education marketplace.

FINANCE – Sandi South, Executive Director

- Fall 2018 semester, the College implemented a course materials fee, which includes an e-book, lab manuals and instructor-provided materials in the place of students' purchasing hard cover books in an effort to help students save money. Approximately 50 courses so far have a course materials fee.
- Students can use financial aid to purchase iPads. To date, the College has sold **974 iPads** to students.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

Academic Division, Business Administration – Dr. Edana Nail, Division Chair

- **Billy Carson** – Recipient of the **2018 Meritorious Award**; 2018 - 2019 LDI participant.
 - Represented ICC at the Mississippi 2018 workforce, career and technical education summer conference
 - Represented ICC at the "Conversation with the Chair" at the Federal Reserve St. Louis, Memphis branch, February 2, 2019.
- **Dr. Edana Nail** – **Named as division chair**; Presented "Travel Wow: The past, the present, the future" at October 2018 professional development.

- Implemented honors courses within the business administration division: macroeconomics and microeconomics
- **Dr. Edana Nail, Chris Stevenson and Jessi Stevenson** - Implemented **honors course in Humanities I** for Travel Tribe honors participants; completed successful first year Travel Tribe trip/course.

Academic Division, Communications – Anna Britt-Begnaud, Division Chair

- **Melanie Francis** and **Anna Britt-Begnaud** chose open resource materials and developed English composition I and II courses.
- **Maria Staub, Nathan Ward, Jill Coker, Melanie Francis, Ashley Lancaster, Amber King, Jay Humphries** and **Anna Britt-Begnaud** participated in the Developmental Curriculum Committee to implement **Jon Armstrong's** open resource textbook and to develop departmental resources, course calendars and assignments.
- **Nathan Ward, Anna Britt-Begnaud, Morgan Cutturini, Keith Morris, Melanie Francis, Suzette Potts** and **Jenny Bowers** participated in the British Literature Committee to choose an open resource textbook and to develop departmental resources, course calendars and assignments.
- **Ashley Lancaster, Robin Lowe, Jon Armstrong, Anna Britt-Begnaud, Melanie Francis, Betsy White** and **Jenny Bowers** participated in the American Literature Committee to choose an open resource textbook and to develop departmental resources, course calendars and assignments.
- **Jill Coker, Jon Armstrong, Keith Morris, Robin Lowe, Amanda Walker, Anna Britt-Begnaud, Jay Humphries** and **Melanie Francis** attended the Language Arts Curriculum Alignment meeting in Gulfport at Mississippi Gulf Coast Community College, November 2, 2018, to realign English and Modern Foreign Language curricula statewide.
- **Robin Lowe, Amber King** and **Anna Britt-Begnaud** presented "Persuasive Narratives," a panel discussion, at the 2019 TYCA-SE Conference, in Memphis, Tennessee.
- **Anna Britt-Begnaud** co-presented "Dueling Credits: Dual Credit Classes Across Institutions" at the 2018 Transitioning to College Writing Symposium in Oxford at the University of Mississippi.
- **Amber King** led the 2018 TYCAM Conference English Composition II roundtable discussion at Eagle Ridge Conference Center, Hinds Community College, in Jackson.
- **Keith Morris, Nathan Ward** and **Anna Britt-Begnaud** sponsored the Omicron Zeta chapter of Sigma Kappa Delta the two-year college English honor society for ICC students in Fulton and Tupelo.
- **Amanda Walker** restarted and sponsored the Modern Foreign Language club.

- **Keith Morris** co-sponsored the ICC arts journal for art and poetry, the Calliope.
- **Robin Lowe** and **Jay Humphries** advised the Upsilon Sigma Phi Theta Kappa Fulton chapter, which was selected Distinguished Chapter; Top 36 out of 1,300; Regional and International Phi Theta Kappa Top 100 Chapter; Phi Theta Kappa College Project; Regional and International Phi Theta Kappa Honors in Action; Regional Phi Theta Kappa Horizon Award; Phi Theta Kappa Outstanding Website, Phi Theta Kappa Outstanding Scrapbook and Phi Theta Kappa Outstanding Newsletter.
- **Betsy White** and **Jenny Bowers** advised Beta Tau Sigma Phi Theta Kappa Tupelo Chapter to Top 20 Most Distinguished Chapters, Top 10 in the Region and first place for the chapter's project board.
- **Jon Armstrong** developed the English department Instagram account with 141 followers.
- **Morgan Cutturini** co-produced the short films, "Delta Crossings," "I Don't Wanna Grow Up" and "The Project" with the assistance of ICC students.

Academic Division, Mathematics – Robert Francis, Division Chair

- Created MAT 1314 to reduce the number of courses students must complete to earn college algebra credit for graduation, which is intended to help with retention and persistence of all remedial students.
- In collaboration with Phi Theta Kappa, the division provided a list of students willing to tutor to aid students struggling in mathematics courses.
- Taught a LEAP class that included 19 students who took college algebra 41 times. Seventeen out of 19 had grades of 'C' or higher and obtained the credit needed for graduation.
- **Chris Cox**- Provided students in EDU 1613 opportunities to observe in local schools; Created and participated in campus activities as sponsor of the Future Educators Association; Invited Dr. David Rock, Dean of the School of Education at Ole Miss, to speak.
- **Heather McCormick**- Invited to be an AP Reader for the AP Stats exam for the ninth consecutive year. The AP Reader provides classroom knowledge in statistics that benefits the students.
 - Attended the Mississippi Honors Conference, networked with fellow Honors Program directors and brought back ideas to better engage Honors students including changes to the honors statistics split course.
 - Developed LEA classes for Phi Theta Kappa officers.
 - Completed Phi Theta Kappa's Five Star Competitive Edge and require our PTK officers to do the same to help them develop soft skills.

- Developed note sheets for the review sections in MAT 1314 to give the students more examples to study.
- Distributed handouts to college algebra students to help them in one of the hardest units of the course.
- **Alane Tentoni**- Developed a Canvas shell for MAT 1314, including all notes and videos necessary for instructions and all assignments in MyLabsPlus necessary for formative and formal assessment.
 - Enhanced and expanded the Canvas shell and MyLabsPlus course for MAT 0124 to better prepare students for MAT 1314.
 - Revamped five section lecture videos in college algebra, to better align the videos and notes with the new edition of the college algebra textbook.

Academic Division, Natural Science – Dr. Jada Mills, Division Chair

- **Named division chair.**
- Natural Science improved daytime course offerings with labs, including anatomy and physiology I with lab, to include hybrid options for working adult learners

Academic Division, Success and Retention – Dr. Bronson Prochaska, Division Chair

- **Dr. Bronson Prochaska** - presented information about ICC's freshman seminar course, College Life, during a professional development session.
- Learning and Life Skills faculty participated in the Junior Preview Day sponsored by the Recruiting Department
- **Graduation Academy** as part of the Summer Institute. The Graduation Academy, which is multi-faceted, focused on helping ICC students who lack 12 or fewer semester hours to meet Associate of Arts degree graduation requirements. The goal of this program is to focus on students, who are struggling with this "gatekeeper" course and move them to completing their Associate of Arts degree. At the conclusion of the course, 88 percent of the students earned a grade of 'C' or higher. The 19 students registered for the course had collectively taken/dropped/failed college algebra a combined 41 times/attempts prior to registering for this section.
- **Musicians Academy** as part of the Summer Institute. The five-week summer program offered on the Fulton Campus provided an opportunity for students to increase knowledge and skills in musicianship, technique and

reading music. Participants enrolled in seven semester hours, including Fundamentals of Music (MUS 1133) and a lab science course. The program focused on assisting three target groups: students majoring in music and members of the band and choir. Because of the demand of a music major, these students have heavy course loads each semester and little time to complete academic courses other than MUS courses. One hundred percent of students in the MUS course made a grade of 'C' or higher and 91 percent of those completing the lab science course made a grade of 'C' or higher.

eLearning Division – Denise Gillespie, Dean

- Promoted Prep Step as an alternate means of tutoring, and eLearning required all online instructors to attend training about Engaging with Online Students.
- **Bob Swanson** - Hosted two Backyard Astronomy events, April 20 on Fulton Campus and November 16 on Tupelo Campus.
- **Dr. Laura Pannell** - Presented Conflict Management to ICC campus resident students.
- **Law Enforcement Technology** program implemented the use of eBooks for all CRJ classes. This program is fully online, and the transition to eBooks ensures students have course materials on day one and at a lower cost. Area Sheriff and police departments are supportive of this program and receptive to employing ICC students.
- **Paralegal Technology** program was recognized as the Top Associate Degree Program in the state by ParalegalEDU.org. The Paralegal Technology program is a fully-online program which attracts many adult learners.
- **Business Management and Marketing** program was rebranded and moved to a fully-online program. Enrollment increases demonstrate this was a positive move for recruiting students. In the fall 2017, the program had 20 majors, and that number has increased to 42 majors for spring 2019.
- **Cassie Alexander** exhibited at the Mississippi Public Health Association Conference. While at the conference, she also participated in an expert panel discussion: "Patient Navigators and Community Health Workers: The What, The Where, and The Why." The discussion involved the development of a state certification for community health workers and patient navigators. The panel included workforce connections within the Mississippi Department of Health. During the exhibition, workforce connections were made for current eLearning Public Health Technology students as well as recruitment for adult learners who wanted to further their education.

- Selected to serve as a subject matter expert for Western Governor's University, which is developing an online degree program for a bachelor's degree in health services coordination. This degree will provide another pathway for ICC's Public Health Technology students to transfer and earn a bachelor's degree.
- **Alane Tentoni** - Created a course for the new MAT 1314 with all notes and videos necessary for instructors and all assignments in MyLabsPlus necessary for formative and formal assessments. This new 'college algebra with lab' replaces intermediate algebra and can assist students in progressing to their degree quicker.
- **eLearning faculty** set up a booth and participated in a recruiting event at the Toyota Motor Manufacturing Mississippi Blue Springs plant, and Brandi McCraw, eLearning adviser followed up with contacts from the event to offer assistance with registration and support for entering college

1b. Adult Learner Students

ECONOMIC AND COMMUNITY SERVICES – Dr. Joe Lowder, Dean

Adult Education – Julia Houston, Director

Second Chance Foundation:

- **70 served** to-date.
- **24 participated** in non-credit Manufacturing Skills Basic Certification.
- **19 participated** in non-credit Certified Nursing Assistant.
- **7 participated** in non-credit Commercial Truck Driving.
- **5 participated** in non-credit Construction Pathway.
- **15 participated** in non-credit Business Office Specialist.

SNAP E&T Pilot – Lee Oswalt, Director

- Funded just over **\$37,430 in tuition** for participant enrollment in ICC Workforce Pathway, Continuing Education online and Career and Technical programs.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- The Scholarship subcommittee proposed and implemented a change in the **Adult Learner Scholarship**, from \$750 for one term to \$1,000 paid out for two terms and is proposed for 2020-21 to extend this to four semesters. A new deadline for financial aid appeals was implemented to allow for better communication with students regarding financial obligations for the term.
- **TZ Waters** and **Donna Thomas** created printed materials and are updating the website to communicate the Non-Credit-to-Credit Pathways. **Nina Strother** will be working to create customized information for each program (individual fliers/"slicks").

Admissions/Registrar – Dr. Bobby Solomon, Director

- Processed **10,042** applications for admission, February 2018 - January 2019.
- Evaluated and articulated **2,618** transcripts, February 2018 - January 2019.
- Enrolled Dual credit/Dual Enrollment students:

- **83** classes (**987** Students) spring 2018.
- **75** classes (**974** Students) fall 2018.
- **78** classes (**1,114** Students) spring 2019.
- Awarded **1,265** degrees/certificates in 2018.
- Administered the Residual ACT on the Fulton Campus to 163 students, February 2018 - January 2019.
- FERPA release - approved the ability for multiple offices to view FERPA release.
- Implemented honors and veterans cords for commencement.
- Deleted “student identification number” from directory information.

Advising – Mande Miller, Director

- **Mande Miller** coordinated the Transfer College Fair on both the Fulton and Tupelo campuses.
- **Mande Miller** provided three professional development opportunities to the faculty and staff advisers covering the following topics: financial aid, intrusive advising, graduation requirements, open registration and orientation.
- The **Advising Center** served approximately **3,000** students combined at the Fulton and Tupelo campuses during the advising period.
- About **85 percent** of the students who register each semester are advised by their academic advisers. Of these students, **75 percent** take the planned courses and **enroll in 15 or more hours**.
- Career Center coordinator **Carla Rose** conducted **eight** advising seminars covering a variety of topics related to advising, developing an education plan and preparing students for their future educational goals. She also provided career guidance through testing and counseling to approximately **250** students and assisted approximately **150** students with résumés.
- Collaborated with the **Student Success Center** to enroll at-risk students in LLS 1412 – Improvement of Study – for the spring term to increase retention.
- Orientation sessions for entering freshmen were held in April to connect freshmen with faculty. Students were identified by major and assigned a specific advising/registration classroom with counselors and discipline-specific faculty.
- The new building under construction on the Tupelo Campus will add recruiting, admissions and advising to allow all student services processes to be handled in one facility.

ACCOUNTABILITY

2a. Improve Student Outcomes

2b. Local Workforce and Economy

2c. Manage Resources Wisely

In Support of Attainment of Goals

2a. Improve Student Outcomes

ECONOMIC AND COMMUNITY SERVICES – Dr. Joe Lowder, Dean

- **Entrepreneurship and Small Business (ESB) Management** is a new career program launched in September, 2018 with **seven** enrolled and completed.
- Created **three** new non-credit Workforce Career tracks:
 - **Quality Management Pathway** (Level 2: Quality Inspector) that will lead students to achieve American Society for Quality (ASQ) certification in Certified Quality Inspector.
 - **Society for Human Resource Management (SHRM) Essentials Certificate** program to provide a career development pathway for individuals who desire to enter the human resources field. An essential course offered in Spring 2019 and a certification preparation course will be offered to prepare human resources professionals to take the SHRM-Certified Professional exam.
 - **IT Pathway**, starting with the COMPTIA IT fundamental course that will lead students to enter the computer technology field. This COMPTIA IT Fundamental course offered in Spring 2019.

Adult Education – Julia Houston, Director

Families First of North Mississippi partnership:

- Adult education classes began in the fall semester in Fulton on Cummings Street two evenings a week.

- The Smart Start work readiness courses lead to **Smart Start credentials** that include **WorkKeys certificates** that area employers recognize and seek when hiring new employees. Class services also include reading, writing and math skills leading up to the GED and HiSET exit exams and the Mississippi High School Equivalency Credential.
- The class currently has an average of **17-20 students daily** at this location, indicating both the location and the instructor are the right fit at the right time meeting the needs of that student population to increase the likelihood of student success.
- Adult education classes were expanded from part-time to full-time at the Magazine Street Family Resource Center location in Tupelo.
 - Services there include English as a Second Language classes two mornings a week and high school equivalency classes which meet both day and evening.
 - This location offers students multiple services such as childcare, counseling, transportation and other services locally available in the Tupelo downtown area.
 - The ESL and adult education class currently serves **20-25 students**, indicating both the location and instructors are the right fit at the right time meeting the needs of that student population to increase the likelihood of student success.

Adult Education Services

- LACES Data System Federal Table 4 currently reflects 36 percent Educational Functioning Level Gains, which is significant considering the rigor of the updated TABE 11/12 Assessment and the large number of students entering the program at sixth grade functioning level and below.
- **721** Adult Education students served.
- **34** English as a Second Language learners served.
- **347** testers utilized the Belden Assessment Center.
- **564** Subtest (GED/HiSET Math, Writing, Reading, Science, Social Studies) Scholarships were awarded to adult education students through Dropout Recovery Funds.
- **187** people earned a Mississippi High School Equivalency credential (GED or HiSET exam taken).
- **167** GED high school equivalency credentials earned.
- **20** HiSET high school equivalency credentials earned.
- **209** ICC students enrolled with high school equivalency credential Spring 2018.
- **54** ICC students enrolled with high school equivalency credential Summer 2018.

- **198** ICC students enrolled with high school equivalency credential Fall 2018.
- **212** ICC students enrolled with high school equivalency credential Spring 2019.

MI-BEST Program

- **80 students** have participated in the MI-BEST program.
 - **56 students** participated in non-credit Certified Nursing Assistant program.
 - **41 students** completed non-credit Certified Nursing Assistant program.
 - **12 students** participated in HVAC.
 - **7 students** completed in HVAC.
 - **12 students** participated in Welding and Cutting Technology.
 - 3 students completed in Welding and Cutting Technology.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- **Sandi South** and **Terry Bland** implemented automated financial aid emails.
- “Have you checked your email lately” social media campaign was launched and will be repeated three times per year.
- All employees in Enrollment Services have added their title and phone number in signature.
- Provided improved communication regarding county tuition - created information sheets and FAQs to be distributed to high school students, guidance counselors and parents.
- Created scholarship flier to take into high schools.
- Implemented monthly Enrollment Services directors meeting.
- Created an annual communication calendar for the Enrollment Services division.
- Moved the printing of ID cards to the Learning Resource Center.

Financial Aid – Terry Bland, Director

- Participated in the **State Aid Redesign Taskforce** to evaluate current state aid offerings and make suggestions for improvement of the program as well as contributing ideas on how to assist adult/nontraditional students and middle-income students.
- **Terry Bland** served as vice president for the Mississippi Association of Student Financial Aid Administrators (MASFAA). **Mandy Walker**, Financial Aid assistant for Veterans Affairs, served as treasurer for the Veterans Affairs Administrators of Mississippi (VAAMS).
- Decreased FY '2015 Cohort Default Rate to **20.5 percent** from 23.7 percent.
- With year-round Pell and the opening of the Free Application for Federal Student Aid (FAFSA) each year on October 1, the Financial Aid office was processing multiple academic years at any given point: 2017-18, 2018-19 and 2019-20.
- Processed **18,584 FAFSAs** for 2017-18 and **14,267 FAFSAs** for 2018-19.
- Extended the department's outreach in the high schools for 2019-20 FAFSA processing which generated **3,267 FAFSAs** in October and November.

Recruiting – Marty Cooper, Director

- **Sixty eight percent** of the district's high school students enrolled for the fall 2018 semester, which is the **largest percentage since 2014-15**. The recruiting staff consists of director **Marty Cooper** and recruiters **Emily Tucker, Michael Holloway and Evie Storey**.
- The recruiting staff toured **483 individual** and **27 groups** for **510 total tours**. With two months of touring dates left in the spring Of 2019, it appears even more tours will be given this year with 26 large group tours already completed.
- The **C2C program** promotes opportunities for adults to return to college and complete their degree. Also, the grant can be used in conjunction with ICC's Adult Learner Scholarship. Below are the statistics for the C2C program this past year:
 - Spring 2018: **27 grant recipients, \$13,500 paid** toward tuition or a prior balance owed
 - Summer 2018: **5 grant recipients, \$2,500 paid** toward tuition or a prior balance owed
 - Fall 2018: **61 grant recipients, \$31,570** paid toward tuition or a prior balance owed
 - **18 associate's degrees have been awarded** to C2C participants. Some participants needed no additional coursework to receive their degree.

- The third annual **Junior Preview Day** was October 25 in the Davis Event Center with more than **500 students** and parents attending. The staff also continued with the Friday Night Lights program at local high school football games to promote ICC to high school students as well as adult learners.
- **Scholarship improvements** have been made which will sufficiently help the recruiting department and the students ICC serves:
 - Leadership scholarship renamed as Activity scholarship.
 - 18-21 will no longer require GPA.
 - 18-21 will be \$2,000 divided over four semesters.
 - Cannot stack full tuition and activity scholarships.
- Designed and created an **Admissions certificate** to be mailed to all students accepted at Itawamba Community College.
- The staff will host **Honors Orientation** on April 17 for students with 24+ ACT score. In addition, for the first time ICC will add three orientation dates in April for any student planning to attend ICC in the fall of 2019.
- **Out-of-state recruiting efforts** also began in January 2019. The staff made trips to Marion County Schools and Hamilton High School in Alabama, and the senior class from Red Bay, Alabama toured both the Fulton and Tupelo campuses.
- The department changed the style of ICC's **recruiting application booklet** with the start of online applications this past year and saved the recruiting budget about **\$6,000**, which was used to send more recruiting material to the homes of students in ICC's district.
- The department also hosted the Itawamba County ICDC Student Leadership Program with a question/answer session and campus tour.
- The Recruiting staff was also a part of the **Imagine the Possibilities Career Expo** at the BancorpSouth Center in October and gained access to over **6,000 eighth graders** from North Mississippi.
- Members of the staff made their traditional recruiting visits to each district high school with three visits to each school in the fall and spring. The recruiters also hosted five counselors' luncheons for each county in the ICC district.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

Academic Division, Communications – Anna Britt-Begnaud, Division Chair

- **Nathan Ward** developed and implemented Supplemental Instruction sessions for tutoring in English composition I and II on both the Fulton and Tupelo campuses.
- **Nathan Ward, Jon Armstrong, Keith Morris, Morgan Cutturini, Ashley Lancaster, Amber King, Jay Humphries, Betsy White, Suzette Potts** and **Jenny Bowers** hosted the 2019 ICC Scholar's Bowl with nine participating high school teams.
- **Morgan Cutturini** and **Anna Britt-Begnaud** hosted the 2018 National Day on Writing Celebration art and English competition with 10 participating high schools.
- **Jon Armstrong, Robin Lowe, Morgan Cutturini, Ashley Lancaster, Keith Morris, Jay Humphries, Amber King, Nathan Ward, Anna Britt-Begnaud, Jenny Bowers, Betsy White** and **Maria Staub** hosted the 2018 ICC English Roundtable with four high school English teachers presenting workshops and 30 high school English teachers participating. **Nathan Ward** was the keynote speaker at the 2018 ICC English Roundtable.
- **Morgan Cutturini** presented a workshop, “Producing a Short Film,” at the Mississippi High School Thespian Conference in Tupelo with the assistance of ICC students; Presented “The Film Program at ICC” at Itawamba Agricultural High School with the assistance of ICC students; Hosted the Mississippi High School Film Competition in Tupelo which consisted of organizing a day of workshops and a three-hour film competition and supervising the film screenings, awards ceremony and workshops; Appointed to the Advisory Board for Digital Media at the Tupelo Career-Technical Center at Tupelo High School; and served on a panel discussion of film festivals at the University of Mississippi Film Festival.
- **Jenny Bowers** scored AP English exams.
- **Robin Lowe** graded and ranked anonymous essays for Amory Beta Sigma Phi sorority scholarships for Monroe County students who plan to attend ICC. She also served as co-director of scholarships for the Beta Tau Sigma Phi Epsilon Nu sorority.
- **Robin Lowe, Jay Humphries, Betsy White** and **Jenny Bowers** chaperoned Phi Theta Kappa student participation in area Christmas parades on the ICC float.
- **Jenny Bowers** received the **PTK Advisor Horizon Award** and third place for the Bennie Warren Outstanding Regional Advisor award.
- **Melanie Francis** received the **2019 William Winter Scholar** award.

- **Anna Britt-Begnaud** received the 2018-2019 **Mississippi Humanities Council award**.
- **Betsy White** received the **10-Year PTK Advisor Recognition award**.
- **Nathan Ward** received the **2019 HEADWAE and QEP Faculty Mentor awards**.
- **Donna Thomas** received **first place in news story** for “Swanson to Fly on Sofia as Part of NASA Educator Team” in College Public Relations Association of Mississippi competition for 2018, which was presented at May 2018 conference.
- **Jenny Bowers** received **Five-Star Phi Theta Kappa Advisor recognition**.
- **Jon Armstrong** was selected to participate in the 2018-2019 ICC Leadership Development Institute.

Academic Division, Computer Science – Delores Tull, Division Chair

- **Delores Tull** and **Bradley Howard** participated and completed a three-week training course on "CC Diversity-Focused Professional Development for Community College Computing Faculty" on the attraction and engagement of diverse students to community college computer science for Fall 2018. The professional development included training on the importance of computing, implementing inclusive pedagogy, understanding and avoiding stereotype threats and techniques for active recruiting.
- The **Computer Science** department recently purchased a **Vive Pro (Virtual Reality) system** and the Computer Club purchased an Arduino Board for the department. The utilization of the two new systems is intended to attract students and improve on their general education in programming while they are at ICC. Students interested in programming can see how programming languages can be implemented within a virtual reality environment and how robotics can be programmed, all the while using the language that ICC currently teaches in its programming classes. Virtual Reality and robotics are making a huge impact in a large array of fields of study (medicine, interior design, psychology, architecture and engineering, just to name a few.) The department hopes that ICC students will use this new system and that it might trigger some useful ways it can be integrated into their own fields of study.

Academic Division, Fine Arts – Dr. Cass Patrick, Division Chair

- **Dr. Cass Patrick** - Wrote 20 jazz combo arrangements that were performed by ICC Jazz Combo at the Appalachian Region Conference; Performed with the MSU Faculty Jazz group - part of the Starkville Symphony Concert Series.
 - Lead multiple concerts on and off campus with the ICC Jazz Ensemble
 - Presented a Solo Classical Guitar Concert – Fulton Campus, Corinth Music Club;

- Presented lecture/concert Classical Guitar to ESL class (mostly Japanese speaking) FBC Tupelo.
- **Laurie McBride** - Presenter at Mississippi Communications Association, Feb 22, 2019, as part of the G.I.F.T. Great Ideas For Teaching Workshop
- **Sheree Lence** - ICC Diversity Club, Tupelo faculty sponsor.
- **Fulton Faculty Association Scholarship** - awarded for study and research for preparation of music and sound therapy unit for music appreciation curriculum and healthcare programs.
- **Jill Coker** - Served as the QEP Course Contact for SPT 1113 and served on the eLearning Committee.
- **Kyle Davis** - Performed as an institution and participated in the mass choir in Meridian for the Mississippi Community College Choral Convention
 - Collaborated with UAM for a Masterclass, Choir Clinic and scholarship session; Collaborated for the second Ole Miss choral exchange (two concerts); Collaborated with Northeast Mississippi Community College for ICC's Spring Choral Concert.
- **Shawn Whittington** and **Dr. Dana Arnold** - Art Club officer elections; collected high school and ICC artwork for National Day on Writing; Art Club field trip to Lowe Mill, Huntsville, Alabama; ICC Student Art Show; hosted the annual High School Student Art Competition; facilitated "The Calliope," the student art and poetry competition.
- **Dr. Dana Arnold** - developed the online shell for Art history II; Presented "Effective Communication" for eLearning professional development.
- **Eric Simmons** - Performed with the North Mississippi Symphony Orchestra; hosted Concert Festival - April 12, 2019 - anticipating more than 1,000 students from 18-20 schools and the First Tomahawk Marching Championship - October 20, 2018 - Hosted 24 marching bands.

Academic Division, Mathematics – Robert Francis, Division Chair

- Provided fewer classes to fill offerings before adding to instructor loads to ensure that classes that make are full and that fewer adjuncts are needed.
- Re-balanced the dispersion of remedial and non-remedial classes among all instructors so that every instructor has a stake in these students, and the course load is fairly distributed.
- **Robert Francis** - Co-presenter of Mathematics iPad Roundtable in Fall professional development; assisted with planning for flexible scheduling for Fall 2019.
 - The division had the highest SLO scores ever in college algebra (75 percent made 70 or above).
 - Piloted MAT 1314 in Fall 2019 with 84 percent success rate.

- Created a prospective technical mathematics syllabus for use if needed by Toyota Motor Manufacturing Mississippi.
- **Bobby Jarrell** - Instructor for the LEAP Summer Bridge Program that targets incoming freshmen with ACT Math sub-scores between 16 and 18.
 - Assisted with professional development in the Instruction Roundtable for the Spring 2019 Academic Faculty and Staff Meeting.
 - Organized the ICC Mississippi Council of Teachers of Mathematics tournament for 2018 and assisted the Itawamba Agricultural High School Scholars Bowl teams and competitions.
- **Dori Richardson** - Posted supplemental practice tests and notes on CANVAS for all classes so students have more practice problems and a better idea of what to expect and more support for the difficult objectives.
- **Chris Cox** - Created videos that students could use to receive additional instruction outside of class.
- **Heather McCormick** - first adviser in the PTK MS/LA Region to complete **the Advisor Five Star Plan**; Serve on the regional advisory board for the PTK MS/LA Region; Served as a break-out session leader at the PTK Regional Honors Institute.
- **Justin Spencer** - Co-leader in the Fall 2018 Professional Development session entitled “Mathematics and Computer Science Technology” in the classroom roundtable discussion; serving on the Faculty Evaluation Committee, which developed a new online faculty evaluation process that aligns evaluation with the faculty member's job description.

Academic Division, Natural Science – Dr. Jada Mills, Division Chair

- **Dr. Jada Mills** has been selected for inclusion in the SACSCOC Evaluator Registry.
- **Dr. Jada Mills** and **Nicole Pearce** presented QEP Training for Principles of Biology I instructions at the fall professional development session.
- **Dr. Betsy Chesnutt** – NASA Space grant awarded scholarships.

Academic Division, Success and Retention – Dr. Bronson Prochaska, Division Chair

- **Dr. Bronson Prochaska** - Established a fall semester follow-up course for LEAP Summer Bridge Program students to complete. This course is designed as a continuation of the LEAP Summer Bridge Program and requires cohort participants to meet weekly with LEAP program director.

- Learning and Life Skills Division offered traditional eight-week courses and online eight-week courses for the fall and spring semesters. Courses such as Improvement of Study (LLS 1412) and Career Exploration (LLS 1321) were taught.

eLearning Division – Denise Gillespie, Dean

- **Paralegal Technology** student earned one of the highest scores in the nation on the **NALS ALP certification** exam.
- **Cassie Alexander** - lead online instructor and program director for the **Public Health Technology** program, has led efforts for a transfer pathway with Baptist College of Health Sciences. The agreement should be finalized by March 2019. The opportunity can have a positive impact on retention and success in Public Health Technology. Students are given the opportunity to transfer 60 hours toward the 120 credit hour curriculum, including career education hours. They will earn a Bachelor of Health Sciences degree in population health.
- **Tequila Sunrise** - eLearning technical coordinator, serves as the Technology liaison for the Quality Enhancement Plan courses. Online instructors are building and matching all efforts for the QEP to ensure an equitable experience with traditional students.
- **Dr. Laura Pannell** - Served as the QEP (Quality Enhancement Plan) Course Contact for PSY 1513 implementation.
- **Bob Swanson** - Retrofitted videos in Physical Science online courses to include Closed Captioning and embedded quizzes within video lectures in Physical Science online courses to improve learning. Selected as a Solar System Ambassador for NASA's volunteer education program. The Solar System Ambassadors program is a public engagement effort that works with motivated volunteers across the nation to communicate the science and the exciting missions and discoveries of NASA's space explorations.
- **Alane Tentoni** - Created a Canvas course to be used as a resource for online instructors. This site includes expectations for grading and feedback, recommendations for helpful software, tutorials for non-routine tasks (e.g. how to set up exams in SmarterProtoring, how to manage the MLP gradebook), and information specific to each online math course (e.g. formula sheets, calendars and slides from each course's videos). Added an orientation assignment in MyLabsPlus (MLP) with a video link to help all online math student understand how to use the tools found in MLP. Understanding how to use the tools to type math expressions has led to improved effort and higher grades on quizzes and tests.

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS – Amy Cappleman, Director

- Chaired the General Education Competency committee in reviewing and updating the College’s general education competencies to create a more effective and data-driven approach for ensuring the appropriate teaching, assessing and reporting of student mastery of core skills. The **College’s new general education competencies are reading, communication and problem solving**. These competencies and their six corresponding student learning outcomes will take effect in the 2019 fall semester. This decision process was based on a large amount of data from ICC’s student performance in prior years, what skills employers in the ICC district are requesting and other key data metrics. The committee also recommended a selection of external assessments for measuring students’ general education competency mastery that include the CLA+ and the CCSSE/CCFSSE/SOSE surveys, which are all nationally normed.

2b. Local Workforce and Economy

ECONOMIC AND COMMUNITY SERVICES – Dr. Joe Lowder, Dean

Center for Innovate MEP Mississippi – Debi Martin, Director

- **15 manufacturing companies** had workforce training projects reported through the ICC MMA-MEP Center. The combined reported impact is as follows:
 - **\$475,371** investment in plant equipment.
 - **\$69,000** investment in information systems.
 - **\$2,537,405** investment in workforce practices.
 - **\$2,975,925** in cost savings/avoid unnecessary investments.
 - **\$9,180,000** in increase in sales.
 - **\$1,255,000** in retained sales.
 - **234** manufacturing jobs were created.

Continuing Education – Debi Martin, Director

- Offered **304** non-credit classes, seminars, workshops and short-term career training programs to meet the professional, career and personal enrichment goals.
- Total enrollment was **2,488**, with an additional **1,831 CEU certificates** awarded to area teachers.
- **Industry certifications** were awarded to **89 nursing assistants** and **76 food service employees** through the regional testing center.

SNAP E&T Pilot – Lee Oswalt, Director

Partnering with four Mississippi community colleges, Mississippi Department of Human Services and Mississippi State University's National Strategic Planning Analysis Research Center (nSPARC) in a five-year SNAP E&T Pilot grant, ICC provides services for this program. The goal of the grant is to research a viable framework to connect SNAP participants to middle-skill jobs. ICC's SNAP E&T Pilot Program accomplished:

- **59** participants were awarded WorkKeys/SMART Start/CAP certification credentials.
- **200** low-income SNAP participants volunteered to take part in the program. The program successfully trained and placed **27 participants** into full-time employment with salaries between **\$12-\$15/per hour**.

- Signed **24** partnership contracts with regional business and industry for worksite employment at **50** worksite placements resulting in over **13,200 employment hours** and over **\$125,188.04 in payroll** to low-income SNAP participants.
- Provided just over **\$213,529** in barrier mitigation funding (vehicle repairs, eyeglasses, driver's licenses, public transportation, fuel cards and work-related item needs) to enable low-income SNAP participants to continue training and achieve course completion.

WIOA Career Services – Brad Gates, Director

In partnership with Three Rivers Planning and Development District, WIOA operates and provides services through the local WIN Job Centers. The services provided include Individual Training Accounts, On-the-Job Training, adult internships, work searches, WorkKeys testing, onsite computer classes and Adult Education classes.

Numbers served:

- Amory – **6,394**
- Belden - **15,370**
- Pontotoc – **5,172**
- Houston - **7,693**

On-the-Job Training has served approximately **249 individuals** and **14 companies** with more than **\$336,000** of reimbursements obligated or paid with regular WIOA funds. Additionally, **\$221,000** special project funds is obligated utilizing Mississippi Works Training funds.

- Individual Training Accounts are written in all counties. **Sixty-eight participants** have received ITAs with **\$120,900** in tuition and other payments.
- **Gateway Youth Program** (formerly C2C) is in its seventh year of operation. Gateway serves **area youths ages 16-24** by assisting with the acquisition of necessary skills to aid them in becoming more employable. Youth services have been provided for approximately **89 individuals** with **36 companies** serving as worksites.

WorkKeys was proctored for approximately **2,944 individuals**.

Credentials earned include **Platinum - 176; Gold - 383; Silver - 778 and Bronze - 889**.

- **CAMT-(Careers in Advanced Manufacturing and Technology) program:**
 - **Seventeen** participants were retained from the 2017-2018 program year, and **26 joined** in 2018-2019 for a **total of 43**. Career and Technical Education students have been enrolled at **17 worksites** in non-registered apprenticeships. New funding from the Mississippi Manufacturing Association has been awarded to subsidize the cost of the program.

- Pontotoc WIN Job Center renovations have been completed for phases I and II. Additional computers in both the lobby area and lab are needed and a necessary addition to the center. WorkKeys testing has resumed to better serve Pontotoc County employers and constituents.
- ICC WIN Job Center staff supported **Williams Sonoma/Sutter Street Furniture** in Baldwyn by providing a **job fair** for start-up, on-the-job training and customized training reimbursements by using Mississippi Works and WIOA funds.
- Pontotoc WIN Job Center conducted a **rapid response for Washington Furniture** following a fire at the facility. Approximately **90 affected workers** attended.

WORKFORCE DEVELOPMENT AND TRAINING PROGRAM – Dr. Joe Lowder, Director

Dr. Joe Lowder was elected as vice president of the state **Workforce Directors Association** and chair for the Mississippi Corridor Consortium.

- Over **\$2.6 million** Workforce Enhancement Training Funds.
 - Total Workforce class hours - **25,749**.
 - ICC-delivered class hours - **6,238**.
 - College-supported class hours - **19,511**.
- **1,815** FY workforce classes, an **increase of 44 percent** over last year.
 - **345** college-delivered.
 - **1,470** college-supported.
- **76** individual business projects written, an increase of **36 percent** over last year.
- **18** maintenance assessments.
- **22,844** FY18 trainees in classes (duplicated head count).
- **12,225** FY 18 workforce trainees (unduplicated head count).
- **166** companies served through all projects.
- Workforce billings for FY 18 equal **\$221,269.50**, a **104 percent increase** from previous year.
- Partner with Toyota's **Create Your Future High School Internship program** by providing the Manufacturing Skills Basic Certificate (MSBC) program to the area high school students at the beginning of their internship. Three high school students completed the pilot program in Fall 2018, and eight more seniors were enrolled from four different school districts in Jan'19. These students completed the MSBC program successfully in Feb 2019 and started their job rotations at the Toyota plant, TMMMS.

2c. Manage Resources Wisely

FINANCE – Sandi South, Executive Director

- Fulton Campus Bookstore was remodeled, and a “**We Proudly Serve Starbucks**” **Coffee Shop, The Grounds**, was added. The Grounds will bring in new revenue plus help draw students into the Bookstore to make impulse buys, and the new aesthetics of the Bookstore should entice shoppers.

HUMAN RESOURCES – Tim Senter, Executive Director

- Implemented an **electronic option for employee benefits enrollment**.
- Implemented a **new hiring procedure** to streamline the employee onboarding process.
- Worked with TIS to implement an **electronic distribution of employee contracts and work agreements** for FY20.
- Implemented a **Reverse Auction procedure** for purchasing when required.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

Academic Division, Mathematics – Robert Francis, Division Chair

- **Robert Francis** - Maximized faculty workloads to use fewer adjuncts. The division now only employs three to four adjuncts in the traditional classes.

Academic Division, Success and Retention – Dr. Bronson Prochaska, Division Chair

- **Dr. Bronson Prochaska** - Developed and incorporated an academic planner specific to ICC academic calendar. Students are required to purchase the academic planner for the College Life course. It serves as the part of the curriculum for teaching priority management and organization skills. Proceeds from sale of this item in the ICC Bookstore supplement our budget.

Career and Technical Education Division – Barry Emison, Dean

- Collaborated with Three-Rivers Planning and Development, the Appalachian Regional Commission, and ICC’s Division of Planning and Development to acquire **\$2M ARC grant** (60% with 40% local match) to construct new

classrooms, training labs and offices totaling **22,000** square feet within the Belden Center. The new facility includes state-of-the-art robotics and machining labs, which were occupied beginning fall 2017.

- **Jerry Pettigrew** - Received a **\$12,500** grant from the Gene Haas Foundation that will be used for student aid in the Precision Manufacturing and Machining Technology program.

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS – Amy Cappleman, Director

- Chaired **the LDI Extended Job Shadowing** ad hoc committee, which was charged with exploring the options for a job shadowing program for the College's Leadership Development Institute graduates. The committee's work resulted in a practicum program proposal.

CAMPUS SAFETY

3a. Safety Training

3b. Safety Plan

In Support of Attainment of Goals

3a. Safety Training

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

Academic Division, Social Science – Chris Stevenson, Division Chair

- **Chris Stevenson** - Provided a presentation on violent crisis response training opportunities at the February professional development. Assisted **John Bowen** and **James Harris** in providing self-defense training to students and faculty on the Fulton Campus.

Academic Division, Success and Retention – Dr. Bronson Prochaska, Division Chair

- All students enrolled in LLS 1152 College Life study the VAWA Reauthorization Act and ICC's policies regarding violence against women. Students are instructed on Title IX and Pregnancy Prevention. Students were tested on their knowledge of this information.
- Students enrolled in LLS 1152 College Life are trained on how to utilize Canvas, check ICC email and navigate the various facets of the myTribe portal. This teaches students how to understand and find information regarding their academic progress in courses.

eLearning Division – Denise Gillespie, Dean

- eLearning changed procedures to keeping all doors locked in office suites and labs, except for one entrance. Multiple exits still exist for evacuation safety, but entry has been reduced to one door. The lab will be reconfigured over the summer to give better visibility to the entrance from the proctor's desk.
- **Dr. Laura Pannell**- presentation on conflict management to ICC residence hall directors and assistants.

Health Science Division – Rilla Jones, Dean

- Students attended a mandatory orientation session that covers personal protective devices, biohazard precaution and fire and emergency procedures for the campus and clinical sites.
- Students completed and received certification in CPR for Healthcare Professions.
- Fire escape routes and emergency procedures posters were placed in every room of the Health Science Education Center.

STUDENTS – Dr. Brad Boggs, Dean**Fitness Center – James Harris, Director**

- Offered various fitness classes throughout the year for faculty, staff, students and the surrounding community.
- Offered self-defense classes throughout the year for faculty, staff, students and the surrounding community.
- August 2018 – partnered with the Travel Tribe to host a **5K Glow Run** that included more than **120 registrants** as runners and/or ghost runners for the event
- February 2019 – assisted in organizing a health fair for all ICC employees through BCBS and Elite Care Family medicine that included a wellness checkup at no charge to ICC
- February 2019 – offered a free review and how to perform CPR/AED/CHOKING class to senior members of the Fitness Center.

Housing – Chad Case, Director

- Provided safety training for students:
 - November- Safe Choice, Secure Choices, Smart Choices (weapons on campus, sexual assault, law enforcement career) – educational program that was presented by Captain Jimmy Johnson in Chickasaw Hall.
 - March – You Don't Have to Be Crazy to Be Crazy – educational program that was presented to dorm students by our LPC, Mr. John Raspberry.
- Provide Resources, Policies, and Procedures regarding Title IX:
 - October - Did you hear about the Dorm Mom's Daughter? An anti-bullying campaign – Andrea Senter presented an anti-bullying program that included ways people are bullied, signs people are being

bullied, and three stories of young adults who committed suicide after being bullied. Students were encouraged to take a stand against bullying and report potential bullying.

- November - Family Planning – Sheryl Anderson with the Mississippi Department of Health presented services offered by the Mississippi Department of Health, various forms of birth control, STD information and prevention information and family planning services.
- March - Dating Violence – S.A.F.E. incorporated presents a program on dating violence, domestic abuse, signs and statistics of dating violence and resources available to assist in ending domestic violence.

3b. Safety Plan

HUMAN RESOURCES – Tim Senter, Executive Director

Physical Plant – Thomas Bonds, Director

- Installed additional security cameras spread among buildings
- Completed several State Board OCR Committee recommendations to improve access for the handicapped.
- Employed an architect to design the renovation of Sheffield Hall to reduce the number of occupants in each room to a maximum of three and to make four rooms ADA compliant.

STUDENTS – Dr. Brad Boggs, Dean

- Published safety policies in multiple locations that are accurate and accessible.
- **Emergency Procedures Posters** were placed in all classrooms and offices at all campus locations to give students/employees quick access to emergency procedures and emergency phone numbers in the event of an actual emergency.
- Provided resources, policies and procedures regarding facility management and monitoring.
 - Worked with the Vice President of Planning and Development on the Safe Shelter Operating Plan that is required by FEMA for the Band Hall safe shelter that opened in the 2017 fall semester.
 - Updated the Campus Police emergency cell phones to provide better service and communication at all three locations.
 - Self-defense classes were offered to faculty/staff in the Fitness Center.
- Provided resources, policies and procedures to support Title IX requirements.
 - Named as the contact for Title IX issues on the Fulton Campus and attended Title IX training sessions.

Housing – Chad Case, Director

- **Chad Case** - ● Provided resources, policies and procedures regarding personnel ID, communication devices, personal protection and campus/classroom civility:

- August RA Training – Communication Skills, Early Alert System Awareness, Fire Safety, Certified CPR Training, Supportive Services Awareness, Domestic Violence Education, Alcohol/Drug Abuse Awareness, Conflict Resolution were programs used to train RAs as they begin their semester.
- September- Don't be a Dummy- Tobacco Awareness – Helen Boerner presented a Tobacco Awareness program that included dangers of first-, second-, and third-hand smoke, the dangers of vaping and the dangers of tar in the lungs.

TECHNOLOGY

4a. Training On and Use Of Technology 4b. Maintain Adequate Technology

In Support of Attainment of Goals

4a. Training On and Use Of Technology

The **Professional Development Committee** is dedicated to providing targeted professional development sessions based on needs as evidenced by institutional data. Members of the Professional Development committee for **2018-2019** includes:

Dr. Michelle Sumerel, Chair	V.P. of Instructional Services
Thomas Bonds	Director of Physical Plant/Grounds
Denise Gillespie	Dean of eLearning Instruction
Allen Coleman	Director of TIS
Mande Miller	Director of Advising
Rilla Jones	Dean of Health Science Instruction
Janet Armour	Director of Learning Resources
Tim Senter	Executive Director of Human Resources
Connie Yielding	AEOP President, Fulton
Barry Emison	Dean of Career and Technical Instruction
Stacey Hughes	eLearning Operations Specialist
Dr. Bobby Solomon	Director of Admissions/Registrar
Dr. Joe Lowder	Dean of Economic and Community Services
Dr. Brandi McCraw	eLearning Coordinator
Dr. Brad Boggs	Dean of Students

Professional Development topics on Technology for 2018-2019 included:

Online Offerings	Live Offerings
Using the Smartboard	iPad & Apple TV 101
Microsoft Word 2013	Staying Alive: The Basics
Microsoft Outlook 2013	Technology in the Classroom
Microsoft Excel 2013	Advanced iPad
Web Browsers	The Sound of Books & Movies: An LRC Orientation
Basic Canvas for Online Instructors	Troubleshooting for Canvas, Redshelf, & Pearson
Comprehensive Canvas	Overview of SmarterProctoring, ProctorU, and
STARLINK - Evaluating Web Resources	eLearning Testing Processes
STARLINK - Hot Topics - Working with Students	Sherpath Training for Associate Degree Nursing
with Autism in the Classroom	Faculty
STARLINK - Accommodating Students with	Uncover#MorethanJustBooks at Your Tupelo LRC
Disabilities Online	Overview of New Health Science Application
STARLINK - ADA Compliance	Management System
STARLINK - Communication Strategies:	College Life 7.0
Collaborating, Not Colliding with the Four	#GetInvolvedICC: Student Involvement at ICC
Generations Generational Guru	Travel WOW: The Past, The Present, The Future
STARLINK - Gender Bias in Student Evaluations	Using TurnItIn as an Anti-Plagiarism Tool
STARLINK - Hot Topics: Be Fit for Stress	Back to Basics for Successful Academic Advising
STARLINK - Hot Topics: Student Engagement-	Essential Skills of Business Communication
Connective Instruction	Campus Safety and Emergency Procedures
STARLINK - Hot Topics: Top Apps for Teaching	Open Enrollment and Insurance Updates
Success	Technology Roundtable
STARLINK - How Do I Create a Unique	Microsoft Excel for the Workplace
Presentation?	Customer Service
Films on Demand Database Orientation	

ECONOMIC AND COMMUNITY SERVICES – Dr. Joe Lowder, Dean

Adult Education – Julia Houston, Director

- In both December of 2018 and February 2019, ICC's Adult Education program held in-depth professional training sessions locally for instructors in pulling their own data and utilizing it for improving classroom instruction leading to more student educational gains in the program.

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

Admissions/Registrar – Dr. Bobby Solomon, Director

- Coordinated training with the TIS department for Admissions/Registrar staff to be trained on BANNER 9
- Trained faculty/staff on customer service during professional development and a session at the Economic and Community Services' Workforce Summit.

FINANCE – Sandi South, Executive Director

- Fall 2018 semester, the College implemented a course materials fee, which includes **an e-book, lab manuals and instructor-provided materials** in the place of students' purchasing hard cover books in an effort to help students save money. Approximately **50 courses** so far have a course materials fee.
- To better serve ICC's students, an e-books platform was implemented in Fall 2018. This enabled the **Apple iPad Initiative** that was also implemented. Students can use financial aid to purchase iPads. To date, the College has sold **974 iPads** to students.
- The College upgraded its data system to **Ellucian Banner 9**. The functionality of Banner 9 is a drastic change from Banner 8 with Banner 9 being web-based. As of Feb. 22, 2019, all Banner users were utilizing Banner 9.
- TIS developed an **online housing application** that allows students to make their housing deposit online using a credit card. This will save resources by eliminating the need for staff to enter and receipt in the housing applications and deposits.

HUMAN RESOURCES – Tim Senter, Executive Director

- Implemented an **electronic option for employee benefits enrollment**.
- Implemented a **new hiring procedure** to streamline the employee onboarding process.
- Worked with TIS to implement an **electronic distribution of employee contracts and work agreements** for the FY20.

- Implemented a **Reverse Auction** procedure for purchasing when required.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

Academic Division, Business Administration – Dr. Edana Nail, Division Chair

- **Dr. Edana Nail** – Presented iPad technology training at October 2018 professional development.

Academic Division, Communications – Anna Britt-Begnaud, Division Chair

- **Jenny Bowers** presented "Using Turn It In as an Anti-Plagiarism Tool" for ICC faculty and staff during professional development.
- **Keith Morris, Jon Armstrong** and **Anna Britt-Begnaud** presented workshops on using iPads in the classroom for ICC faculty and staff at professional development.

Academic Division, Computer Science – Delores Tull, Division Chair

- **Delores Tull, Tammy Foster** and **Bradley Howard** presented multiple training sessions on "Excel in the Workplace" for faculty professional development in Fall 2018 and Spring 2019

Academic Division, Mathematics – Rob Francis, Division Chair

- **Rob Francis** - Created iPad-only class to help engage students in MAT 1314.
- **Bobby Jarrell** - Uses technology in classes with particular attention given to free resources such as Desmos and WolframAlpha.
- **Chris Cox** - Conducted professional development to help instructors use iPads more effectively; Use of iPad and video to enhance instruction in the classroom.
- **Tim Whitten** - Incorporated use of iPad in the presentation of course material
- **Alane Tentoni** - Served as a facilitator for professional development in Fall 2018 in a session designed to teach instructors how to use iPads and AppleTV in the classroom.
 - Created videos for MAT 1314 Canvas course to improve instruction in college algebra; Created videos on how to properly use the TI-30X IIS calculator, which is required in college algebra and other math courses; created an online slide show with animated GIFs to serve as an introduction to MyLabsPlus in all courses; created a video to serve as an introduction to college algebra, geared specifically to dual-credit college algebra students.

- **Bridgett Cash** - Used Technology and Training on Technology to Enhance Instruction by using iPad to create, edit, and grade course materials and assignments.
- **Justin Spencer** - Use iPad, along with Apple TV for classroom lectures, which has provided a more engaging classroom experience for students

Academic Division, Natural Science – Dr. Jada Mills, Division Chair

- **Dr. Jada Mills** and **Lindsey Patterson** presented “Technology in the Classroom for Natural Science, HPR, Health Science and CTE Divisions” during the fall professional development.
- **Bob Swanson** - presented iPad and Apple TV 101 session at the fall ICC professional development.

Academic Division, Social Science – Chris Stevenson, Division Chair

- **Megan Eidt** - Began use of Apple TV in history classes to enhance instruction.

eLearning Division – Denise Gillespie, Dean

- **Denise Gillespie** designed a faculty evaluation in Canvas to use for all online instructors. The evaluation creates a timely and transparent evaluation system, and the ICC Evaluation Committee continued with the initiative and created new Canvas instructor evaluations for all faculty.
- eLearning is designing and launching a **Canvas Catalog page**, which is a public website to house and promote professional development and training offerings.

Health Science Division – Rilla Jones, Dean

- A.D.N. program implemented Exam Soft to increase test security, reliability and provide in-depth statistical analysis of results.
- Allied Health program faculty attended two training sessions to integrate the SIMS scenarios into their programs.
- Division faculty have volunteered to work in the SIMS laboratory to gain experience in planning and running scenarios.
- PTA program integrated the use of textbook publishers' online electronic media sources for PTA program textbooks.
- Surgical Technology developed varied approaches (computerized testing, NorthStar and review guides) to increase success on the certification exam.

- The Health Admissions Management System (HAMS) was reviewed and modified by program officials to accept and evaluate applicants for the 2018 entering class.
- PTA program provided students web-based access to Clinical Site Information Forms (CSIF) for upcoming clinical experiences.

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS – Amy Cappleman, Director

- Partnered with **Steven West** in Telecommunications and Information Services **to redesign and rewrite the College's Annual Planning system**. The new system was implemented in spring 2019 and has resulted in more efficient and accurate data collection and reporting for the College. Six Annual Planning training sessions were provided.
- Implemented an appointment scheduling software system to schedule one-on-one meetings with annual planners. This proved to be a highly effective strategy with 46 percent of open loop planners taking advantage of this opportunity.

4b. Maintain Adequate Technology

ENROLLMENT SERVICES – Dr. Melissa Haab, Dean

- The Strategic Enrollment Management committee is working on development of a new Customer Relationship Manager system with TIS. The program will enhance the ability to identify prospective students and target marketing messages.

HUMAN RESOURCES – Tim Senter, Executive Director

- Purchased and implemented a new time record keeping system called TimeClock Plus. This software will allow the College to streamline its payroll process; eliminate the manual process of recording work time and submitting leave requests and record work time more efficiently by giving supervisors, employees and student workers real time information. This digital system will provide cost savings in helping to eliminate unnecessary overtime.

INSTRUCTIONAL SERVICES – Dr. Michelle Sumerel, Vice President

eLearning Division – Denise Gillespie, Dean

- **Tequila Sunrise** - Chair MSVCC Instructional Technology committee to research and talk with vendors regarding technology in online courses.

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS – Amy Cappleman, Director

- The Annual Planning system has been redesigned and launched. The new system was implemented in spring 2019 and has resulted in much more efficient and accurate data collection and reporting for the College.